



Middle East & North Africa
Personal Communication Sector

Field Service Information

V3 Razor Keypad inoperative issue

Our Reference: SI52_11_2004

Date: Nov 23, 2004

Pages (including this page): 3

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Classification:

Motorola Internal Information

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Date: Nov 23, 2004

Our Reference: S52-11_2004

Product/System: V3

Subject: **V3 Razor Keypad inoperative issue**

FIELD SERVICE INFORMATION

Problem

Service is aware that on some V3 units the keypad becomes inoperative. This was noted by Tianjin FQA due to a some instances of no keypad operation failures.

Investigation revealed that the affected keys are; left and right soft keys, 0, # and nav center. All affected keys share a common signal line.

The problem was found to be misalignment of keypad golden pads to the metal domes coupled with a small burr on the edge of the dome. This misalignment causes the edge of the dome to pierce the insulating layer of the K-flex (if burr is over signal trace area) thereby grounding the signal line of the five keys mentioned.

Solution

Corrective Action: Current suppliers have taken steps to realign the domes and the pads to protect surrounding traces. Validation testing is ongoing.

Containment Action: A screening process of subjecting units to multiple key presses on top two soft select keys was implemented in production. Around 1% Failure found after the 1st 40x key actuation. No further failure found After 50x key actuation.

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Service Action

Customer Returns:

When servicing V3 units with a keypad complaint as described in above section:

1. Replace keyboard/lower-flip housing as directed in service manual.
2. After completing assembly, test unit by actuating both left and right soft select Keys 50 times each. If unit has full keypad operation after test actuations, it can finish the repair process through standard channels and procedures.

Please enter global claim codes as listed below.

Call Center Action

When responding to customer complaints regarding keypad non-operation, please refer them to a Motorola authorized repair center for keypad/lower-flip replacement.

Service Entry Code

Global: Complaint: MKP01 Main Keypad no Function/Hangs

Problem Found: MKP01 Main Keypad no Function/Hangs

Repair: RPT06 Replace Part CSB/FSB

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